

# HARROLF HEMEL



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**Summary** Technology leader with 20+ years of experience architecting and delivering transformative solutions in banking and fintech. Proven track record of building high-performing engineering teams and driving technical strategy at scale. Led the architecture and platform engineering that powered exponential growth while increasing reliability.

**Experienced** in cloud-native architectures, financial systems integration, and technical partnership management. **Skilled** at translating complex business requirements into elegant technical solutions while navigating regulatory environments. **Passionate** about creating resilient, scalable platforms that enable business innovation and exceptional customer experiences. Known for combining strategic vision with hands-on technical expertise to solve complex challenges and drive digital transformation.

## Employer Summary

2022 – 2025	<b>neon Switzerland AG</b>	Deputy CTO / Head of Architecture, Engineering & Partners
2017 – 2022	<b>Credit Suisse</b>	Lead of Architecture & Platform Engineering
2013 – 2017	<b>Pegasystems</b>	Senior System Architect / Engagement Lead
2013 – 2013	<b>Morgan Clark &amp; Company</b>	Business Consultant
2010 – 2012	<b>TIBCO Software</b>	Senior Solutions Consultant / Technical Specialist
2005 – 2010	<b>Accenture</b>	Integration Specialist / Technical Consultant

## Courses

2025	<b>IBM</b> – RAG and Agentic AI: Build Next-Gen AI Systems   Generative AI for Growth Marketing
2025	<b>Vanderbilt University</b> – Agentic AI and AI Agents: A Primer for Leaders
2014 – 2015	<b>Pegasystems</b> – DCO Architect   Methodology Black Belt (CMBB)   Customer Service System Architect (CCSA)   CPM Architect (CCA)   System Architect (CSA)   Senior System Architect (CSSA)   Marketing Consultant (CPMC)   Next-Best-Action Consultant (CNC)
2013	<b>University of Maryland</b> – Developing Innovative Ideas for New Companies
2005 – 2011	<b>TIBCO Software</b> – Enterprise Architecture   Architecture Essentials of Distributed Systems   Architecting a TIBCO® SOA   BPM Academy   Advanced TIBCO AMX BusinessWorks
2010	<b>Office of Government Commerce (OGC)</b> – Prince2 Foundation & Practitioner
2005	<b>IBM</b> – WebSphere Business Integration Message Broker

## Education

1999 – 2004	Drenthe University of Applied Sciences – Computer Science / Information Technology (BSc, ing.)
1995 – 1999	Drenthe College – Electronics and Telematics

## Languages

Dutch	C2 – Native
English	C2 – Advanced
German	B2 – Upper Intermediate

## Skills

Process	SOA   BPM   BPMN   GCP   SQL   Digital Transformation   Business Analysis   Process Optimization
Productivity	MS Office   Google Suite   Jira   Confluence   Slack   Miro   Claude   ChatGPT   Gemini
Monitoring	Grafana   Splunk   New Relic   Uptime Robot   AppDynamics   Home Assistant

**Interests** Home Automation | Blockchain | Travel | Skiing | Hiking | Squash

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## Employer Overview

- Apr 2022 – Aug 2025 **neon Switzerland AG** – Zürich, Switzerland  
**Head of Architecture, Platform Engineering & Technical Partners**  
Established and executed the technical vision for neon's banking services, ensuring scalability, resilience, and security across all systems. Managed a cross-functional team of engineers responsible for infrastructure, (cloud) architecture and third-party integration platforms to enable products like trading and finsights (AI)  
Built and maintained a scalable cloud-native platform on GCP supporting over 250,000 customers with 99+% uptime while optimizing for both stability and cost-efficiency. Implemented comprehensive monitoring and dashboarding that transformed technical metrics into business insights, enabling data-driven decision making across the organization.
- Aug 2017 – Apr 2022 **Credit Suisse – Swiss Universal Bank** – Zürich, Switzerland,  
**Lead of Architecture & Platform Engineering**  
Member of the management team and responsible for the architecture and Infrastructure within the Case Management Solutions (later called Product Processing). Line manager and Scrum Master of a multidisciplinary team of about 10 FTE covering multiple applications and technologies like: Pega (various versions), Oracle BPM and Databases, Java. Including the support of all the relevant infrastructure.  
Project Manager and Architect of the Shareholder Rights Directive (SRD2) solution.  
Driver of initiatives like: CI/CD, DevOps, Stability & Performance, Monitoring and Dashboarding.
- Dec 2013 – Aug 2017 **Pegasystems** – Amsterdam, The Netherlands  
**Senior System Architect / Engagement Lead**  
Technical architect and project lead for Pega implementations across banking, insurance, and technology sectors. Led customer relationship management (CRM) and customer onboarding projects, focusing on requirements gathering, solution design, and implementation strategy. Managed global projects in multiple countries including the Netherlands, Turkey, and Portugal, delivering client-centric applications for organizations like Rabobank, VIVAT, and Siemens.
- Jan 2013 – Nov 2013 **Morgan Clark & Company** – Amsterdam, The Netherlands  
**Business Consultant**  
Engagements across diverse sectors including telecommunications, media, and insurance. Specialized in IT risk assessment, requirements gathering, and change management. Delivered technical advisory services for enterprise clients undergoing digital transformation, with a focus on middleware strategy and application infrastructure modernization.
- Jul 2010 – Dec 2012 **TIBCO Software** – Rotterdam, The Netherlands  
**Senior Solutions Consultant / Technical Specialist**  
Technical advisor and solutions architect for enterprise clients in banking, government, and aviation sectors. Led architecture reviews, system design, and implementation of TIBCO integration solutions. Guided transformation initiatives for major financial institutions like ING Bank, coaching development teams and establishing architectural standards.
- Apr 2005 – Jun 2010 **Accenture** – Amsterdam, The Netherlands  
**Integration Specialist / Technical Consultant**  
Progressed from Developer to Designer roles while implementing enterprise integration solutions across banking, utilities, and technology sectors. Specialized in TIBCO technologies, designing and developing integration solutions, workflow applications, and B2B connectivity platforms. Established expertise in service-oriented architectures, handling complex integrations for clients including Swisscom, Delta NV, ASML, and F. van Lanschot Bankiers.